



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**ADMINISTRATIVE COORDINATOR,  
SENIOR**  
HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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### **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for coordinating complex administrative responsibilities and functions for the Department of Human Services. Reports to the Director.

### **ESSENTIAL JOB FUNCTIONS**

Coordinates the administrative operations and workflow for the Director of Human Services. Performs complex administrative support work that requires interpretation and judgment to include developing and maintaining tracking system for department projects such as budget preparation, MOU's with community partners, agency community events and initiatives; researches city ordinances and state codes; interprets departmental policies and procedures.

Responsible for the effective supervision of assigned staff including leave approval, performance management, employee relations, prioritizing and assigning work and related activities.

Plans, coordinates and prepares agendas, memos and minutes for department as well as various committees and special projects; prepares necessary documentation to place departmental matters on the City Council Agenda; makes necessary meeting arrangements; may attend meetings to record the minutes.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances; screens and responds to inquiries and complaints; provides information on policies and procedures. Serves as departmental liaison with the City Manager's, Mayor's, and City Attorney's offices for project status and referrals.

Develops and maintains a departmental records management system which includes a wide variety of projects, correspondence, contracts and legislative records. Ensures all records are documented, stored, and disposed of in accordance with the Records Retention Schedule.

Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Office Administration - Thorough knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Coordination of Work - Establishes and implements effective administrative programs and procedures. Plans and organizes daily work routine and establishes priorities for the completion of work in accordance with sound time-management methodology. Provides a broad range of supervisory responsibilities over others.
- Judgement and Decision Making - Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

## **REQUIRED ABILITIES**

- Interpersonal Relationships - Ability to develop and maintain cooperative and professional relationships with employees and the public. Effectively handles inquiries, complaints from or disputes with customers.
- Communication - Excellent ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact, diplomacy and in a confidential manner.
- Accounting/Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data.

## **EDUCATION AND EXPERIENCE**

Education and experience equivalent to an Associate's Degree and 5 - 7 years of progressively responsible administrative support experience including 2 years of supervisory experience.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check as well as a valid driver's license with an acceptable driving record.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.